



Behavioral Health Services - *Communications*

Farewell to Sidney Lam, Jonathan Maddox, and Max Rocha

By Josephine Ayankoya, MPH, Program Manager, MHSA

This summer, the Behavioral Health Services (BHS) Division saw the departures of a few unforgettable members of the system of care team. After many years of dedicated service,



Sidney Lam, Johnathan Maddox, and Max Rocha have all said farewell to BHS.

Sidney Lam, LCSW, DCSW, Assistant Clinical Director in the Adult and Older System of Care retired earlier this summer after working for 40 years in the Department of Public Health. In his most recent role, he managed intensive case management programs which provide specialty mental health care

to County residents facing a variety of intersecting health disparities. At Sidney's beautifully decorated retirement party, the room was filled with family, colleagues, accolades, food, and laughter. Wishing you a happy retirement, Sidney!

This month, Jonathon Maddox, MFT completed a 19-year tenure in the Behavioral Health Services (BHS) Division. Most recently, Jonathan was a Behavioral Health Training and Internship Coordinator on the Mental Health Services Act team. Over the years, Johnathan filled many roles including a mental health therapist, program manager, and mentor. He will go on the lead the City of Berkeley's, Family, Youth & Children's Services team. In celebration of his new role, BHS colleagues hosted a fun-filled lunch, with games that made everyone smile. We look forward to having Jonathan as a regional colleague, directing mental health services on the other side of the Bay!





On Friday, August 16th, Maximillian “Max” Rocha, LCSW said farewell after 12 years of working for the City and County and San Francisco, 6 of which have been in the BHS Division. Max was the Interim Director and Deputy Director of the Children, Youth, and Families System of Care. The Behavioral Health Services Division is grateful for Max’s leadership in rendering services to young people and their loved ones over the years. To celebrate his many years of great work, an ice cream social was hosted at the start of the month. We wish Max the best in his new role, leading behavioral health services for youth at Children’s Hospital Oakland!



BHS Staff and Program Updates

We are pleased to announce that **Jessica Brown**, MPH, has been selected to serve as the new Director of the Mental Health Services Act (MHSA). She will formally begin this role on September 3rd.

Jessica is currently the manager of Training and Workforce Development for the SFDPH - Population Health Division (PHD), Center for Learning and Innovation (CLI), managing and coordinating CLI's internal capacity-building program and activities. She also serves as the director of CLI's Summer HIV/AIDS Research Program (SHARP). Prior to her arrival at SFDPH, Jessica served in various capacities at the California Department of Public Health. She received her Master's degree in Public Health from San Jose State University.



With Jonathan Maddox's departure from BHS, the operations of the Training Unit have been taken on by several dedicated staff from the Office of Equity, Social Justice & Multicultural Education. **Michael Barack** has taken on many of the associated managerial duties, as well as the operational functions such as the recruitment/vetting of trainers, updating training calendars, supervision, overseeing implementation of an Online Training System, etc.

Teresa Yu will oversee the Internship Program, including the organizing of an orientation, the on-boarding processes, and maintaining correspondence with the BHS clinical staff who will be supervising the interns at various sites. **Kristalia Williams** and **Michael Rojas** will be assisting Teresa with managing the Multicultural Student Stipend Program, which awards the interns whose work exhibits exceptional contributions to their community.

Kristalia has also taken the lead with organizing the Equity Learning Series (ELS) in collaboration with the Black-African-American Health Initiative (BAAHI).

Jenna Lane joined the Department of Public Health in July 2019 in a new role on the communications team, working with the Director of Mental Health Reform, Dr. Anton Nigusse Bland, and Behavioral Health Services.

Director of Communications Rachael Kagan created the position, adding a behavioral health communications specialist to the team that covers all DPH communications. Jenna will be focused on Mental Health Reform, Behavioral Health media relations, the new Behavioral Health website, and meeting emerging communications needs.

Jenna is an experienced journalist who's spent more than 15 years reporting and editing in San Francisco, often on public health. Her recent assignments for KCBS Radio included a series on overdose prevention sites, an in-depth look at the Trauma Recovery Center, and a visit to the BHS pharmacy for naloxone training.

Jenna welcomes your tips about the great work happening in BHS, as well as your suggestions about programs for Dr. Grant Colfax to visit as he continues orienting himself to the department, at jenna.lane@sfdph.org.

Mental Health Services Act (MHSA): Supporting Immigrant Communities

By Kimberly M. Ganade, MSW, Program Manager, MHSA

SFDPH Behavioral Health Services is dedicated to providing mental health care to whomever needs it -- children, youth, transitional age youth, adults, older adults, families and communities throughout the city, regardless of their immigration status. Spotlighted here are two incredible MHSA-funded programs that work with and in immigrant communities – supporting them with basic needs (e.g. housing, food), mental wellness support from both Western and indigenous cultural approaches. Moreover both programs follow the same universal service model of:

- Outreach & Engagement
- Screening & Assessment
- Wellness Promotion
- Individual and Group Therapeutic Services
- Service Linkage

Instituto Familiar de la Raza: Indigena Health & Wellness Collaborative



This collaborative is a partnership between Instituto Familiar de la Raza and Asociacion Mayab that has the goal of improving the health and wellbeing of Indigena immigrant families by increasing access to health and social services, supporting spiritual and cultural activities that promote community building, strengthening social networks of support and providing opportunities for healing as well as creating opportunities for early identification and interventions for families struggling to overcome trauma, depression, addictions and other health and mental health conditions.

Richmond Area Multi Services (RAMS): Asian Pacific Islander Mental Health Collaborative

This program’s goal is to promote mental wellness, increase awareness of mental health and reduce the stigma of mental illness in all ethnicities and populations, with a special focus on the unique cultural and linguistic needs of Filipino, Samoan and Southeast Asian (Cambodian, Laotian and Vietnamese) communities in San Francisco by implementing culturally and linguistically congruent mental health promotion activities across the lifespan in community settings.

Each community (Filipino, Samoan and Southeast Asian) has its own constellation of programs and are organized under the below broader initiatives.

Filipino Mental Health Initiative – San Francisco is comprised of the Bayanihan Community Center, South of Market Family Resource Center, Galing Bata Afterschool Program at Bessie Carmichael Elementary School, SOMCAN, Babae, Veterans Equity Center, Pinay Educational Partnerships, Mabuhay Health Center, San Francisco State University, West Bay Multi-Services Center, SOMA FACT team and other community organizations and members.

Samoan Wellness Initiative is made up of the Samoan Community Development Center, YMCA Beacon, Asian American Recovery Services, United Playaz, Samoan Churches (Body of Christ Church and Word of Life Church) and other community organizations and members.

Southeast Asian Mental Health Initiative includes the Vietnamese Youth Development Center, Lao Seri Association, Southeast Asian Community Center, Vietnamese Family Services Center, Cambodian Community Development Inc. and other community organizations and members.



For more information on these dynamic programs, visit:

<http://ifrsf.org/programs/indigena-health-and-wellness-collaborative/> for the *Indigena Health and Wellness Collaborative*.

<http://ramsinc.org/api-prevention/> for the *Asian and Pacific Islander Mental Health*.

BHS Quality Improvement Hosts Professional Psychology Graduate Students in their Annual Program Evaluation Internship

By BHS Quality Management



Each year Behavioral Health Services (BHS) Quality Management (QM) accepts up to three Professional Psychology graduate students (PhD) from Alliant International University as part of a 9-month Behavioral Health Research & Evaluation Internship Program. Following their experiences with QM, student interns better understand program evaluation methods and about the behavioral health needs of those we serve.

This year, QM accepted two project proposals. The first project evaluated racial equity and the Organizational Healing Systems Improvement Plan in the CYF System of Care. The primary goal of the project was to examine whether (and if so, how) level of care determination and decisions were correlated with client demographic characteristics; and how it relates to racial equity. A secondary goal of this project was to examine the utility of the CALOCUS and the CANS for level of care determinations for children/youth in care for at least 3 years.

The second project is finalizing the evaluation plan for the new MHSA-funded, Peer-to-Peer ICM to Outpatient Transitions Support Innovations Project. The main goals are to increase client engagement in outpatient services after stepping down from ICM/FSP services, to improve the overall client experience, and to enhance our peer-driven model of care.

QM student interns present their work locally and nationally, such as at the annual meetings for the American Public Health Association, American Psychological Association, and this year, the 15th Annual Transformation Collaborative Outcomes Management (TCOM) Conference. The title of this year's presentation is, "Behavioral Health, Trauma Experiences, and Caregiver Resources of Youth Receiving Public System Services for at least 3 years."

Involuntary Detention Training Provided by BHS Quality Management

On July 24th, Quality Management conducted the 5150/5585 involuntary detention training, which is required for clinicians to be authorized to place clients on a 72-hour if they are either a danger to self, to others, or gravely disabled due to a mental health disorder. The training includes material on the Lanterman-Petris-Short (LPS) Act which authorizes involuntary detention, the epidemiology of suicide, logistic factors relevant to initiating involuntary holds, collaboration during risk assessment, and the ways in which one's personal and professional history can factor in to decisions to initiate a 5150 hold.



Subsequent to a recommendation from the Risk Management committee, the training has been updated to include clinical, cultural, and contextual elements of risk assessment. We also discussed the effect of client suicides on clinicians and how agency staff and leadership need to support clinicians who can be traumatized by the suicide of their client.

In addition to didactic and group activities, the training benefitted from presentations made by agencies which are part of the City network that responds to crisis events. We began the day with a presentation by representatives from San Francisco Mental Health Clients' Rights Advocates who spoke about the history of LPS and the importance of clients' rights. Other presenters attended from ZSFG Psychiatric Emergency Services, Comprehensive Crisis Services, Edgewood's Crisis Stabilization Unit, UCSF Alliance Health Project, Progress's Dore Urgent Care Clinic, Westside Crisis Services, SFPD Psychiatric Liaison Unit, and a representative from the Fire Department's EMS6 unit.

The training had over 130 participants from a wide range of agencies and received excellent evaluations.

Updates: Forensic/Justice-Involved Behavioral Health Services

By Angelica M. Almeida, Ph.D., Director, Forensic/Justice-Involved Behavioral Health Services

Violence Intervention Program

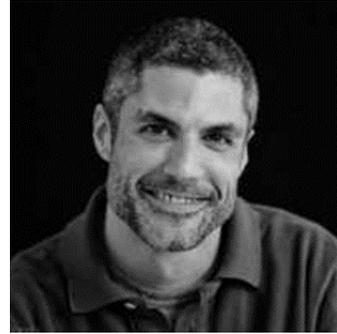


At the end of the fiscal year, the Violence Intervention Program (VIP) ended its program which has roots dating back to 1957. VIP, which originated at the Center for Special Problems, has been providing treatment to residents of San Francisco with behavioral health needs who are also court-ordered for treatment due to violent offenses. This specialized service, with nearly 100% successful completion rate, has most recently supported a small group of participants who were committed to preventing a relapse into past illegal behavior and were no longer ordered to participate in treatment.

The program was closed effectively on July 29, 2019 and is now entering into an exciting new chapter in its history. Staff will be re-aligning with Forensic and Justice-Involved Programs and providing some exciting new programming at the Community Justice Service Center, including implementation of trauma-informed groups and supporting court ordered assessments for Mental Health Diversion. Here's to another 62 years of providing services to individuals with complex behavioral health needs who are diverted from the criminal justice system!

New Staff – Drug Court

We are excited to announce that William Gramlich, CADC-II will be joining the Drug Court Treatment Center team at 555 Polk. William has experience working with both youth and adults who have a history of involvement with the criminal justice system adults, including those struggling with both substance use disorders and severe mental illness.



Since completing his Drug and Alcohol certification at UC Berkeley Extension in 2014, he has worked within the SFUSD, the Youth Guidance Center, and has been involved with the development and implementation of multiple substance use treatment programs here in San Francisco while working closely with both the San Francisco Sheriffs Department, and the San Francisco Adult Probation Department. Most recently Mr. Gramlich worked with the UCSF-Citywide STOP Program where he served as program manager. He brings a wealth of personal and professional experience to the team and is passionate about serving the diverse community in which he lives.

Please join us in welcoming William to the team!

For additional information on the Drug Court Treatment Center, please contact Program Manager Linda Wu (415-202-2818, linda.h.wu@sfdph.org)

Philadelphia Trans Wellness Conference

By Tracy Helton, MPA, Program Manager, MHSA

The Philadelphia Trans Wellness Conference (PTWC) took place on July 25-27th, 2019 at the Pennsylvania Convention Center. The mission of PTWC is to educate and empower trans individuals on issues of health and well-being; educate and inform allies and health service providers; and facilitate networking, community-building, and systematic change. PTWC create an accessible and respectful environment that is inclusive of diverse gender- identities and expressions as well as inclusive of diverse opinions and ideas. For more information on this conference, go to www.mazzonicenter.org/trans-wellness/aboutPTWC.



Two staff members from the MHSA Trans Pilot Project, Bionka Stevens and Toni Williams, attended the event as part of their work with trans women of color in San Francisco. They were able to network with other professionals in the field and bring back information that is relevant to participants in the Trans Pilot Project. For additional information, contact Tracey Helton, MHSA Program Manager, at 415-255-3673 or Tracey.Helton@sfdph.org.

Reminder: BHS Eligibility Unit

By Marlo Simmons, MPH, Deputy Director, BHS

As a reminder, Behavioral Health Services has an Eligibility Unit to assist programs in verifying clients' eligibility. The team currently has several resources available to assist programs in eligibility-related matters:

- An eligibility hotline where staff can ask general eligibility questions, receive information regarding a client's eligibility status, or gain clarity regarding eligibility policy. The hotline number is (415) 255-3744 and all calls will be returned within 1 business day.
- A monthly report that provides eligibility information for each client in a program, including Medi-Cal status.
- Daily hours at the Behavioral Health Access Center where clients can receive assistance in applying to Medi-Cal. Eligibility workers will be available Monday - Friday from 9:00am - 4:00pm. Please note that the eligibility workers will not be able to determine eligibility or authorize benefits.



Please remind your staff of these resources. If your program is interested in receiving the monthly Eligibility Summary report, please email jena.jenson@sfdph.org. All staff are able to use the eligibility hotline and all clients are welcome to receive assistance at the Behavioral Health Access Center. Please let us know if you have any questions or comments.

Client Success Story



Chance encounter with a Curry Center worker lifts bipolar sufferer back to engaged life with a new friend

By Judy Goddess; from San Francisco Senior Beat

To read the full story, click the following link: <https://sfseiorbeat.com/2019/08/19/27741/>

Addressing the Needs of Socially Isolated Older Adults is a Curry Senior Center program funded by the Mental Health Services Act (MHSA). For more information contact Teresa Yu at Teresa.yu@sfdph.org.